Title: Educational Information Systems Coordinator
Position Type: Volunteer Position
Reports to: Director of Education
Contact: Send questions to info@hopestrong.org

Duties and Responsibilities:
- Support the department with information systems and technologies that are used on a regular basis such as G Suite, Slack, Salesforce, etc.
- Serve as the primary person to resolve IS user issues and willing to troubleshoot and problem solve efficiently and effectively within the Education Department
- Collect and analyze data of Legacy Leaders throughout the year to compile the End of Year Education Report on the Generation 13 Legacy Leaders
- Assist the Director in collecting and analyzing data on a monthly basis regarding frequently asked questions/concerns in meetings between Education Team members & students to better direct the Education Team's efforts in Resources & Programming
- Connect virtually with Education Team members as needed
- Contribute to researching educational information and resources on occasion to expand the HoPe Education Team's expertise, knowledge, and breadth
- Serve as advisor and education expert whenever immediate educational concerns or questions are reported to the Education Team from students and the community
- Self-expectation and strong desire to grow personally and professionally as a leader in the community, an expert on education, and a speaker who is comfortable presenting on diverse topics to a variety of audiences
- Communicate updates to the Education Team via Slack on a consistent basis
- Partake in regularly scheduled meetings as determined with the Director and Education Team
- Partake in bi-monthly meetings with all department IS coordinators

Qualifications:
- College student or young professional
- Strong commitment to HoPe's mission and values
- Must be willing to commit for the whole 2021-2022 Academic Year (June - June)
- Aware of first-gen, underrepresented, &/or Latinx/Hispanic students' educational barriers
  - Socio-economic/language/culture barriers, Legal status (Undocumented/DACA)
- Demonstrated interest and/or experience in the following fields Information Systems, Data Analysis, Communication, Higher Education
- Enthusiastic and empathetic, has strong ability to relate well to diverse populations
- Outstanding written and verbal communication skills in English (preferably in Spanish, too)
- Comfortable calling and coordinating information with other team members & students
- Deadline oriented and able to take initiative with tasks and projects
- Able to plan and manage multiple projects and deadlines with high attention to detail
- Excellent time management and organizational skills
- Preferably proficient in Slack, Google Drive, Microsoft Office, and Social Media platforms
  - Google Docs, Sheets, Forms/Excel, Word Doc, PowerPoint, Facebook, Instagram, etc.

Time Commitment: 5 - 10 hours per week.

** We are open to working with academic institutions for this position to count as internship credit. Please indicate in your application if you are interested in pursuing this.